


VACANCY NOTICE

CS-376

REV(11/01)

FOR OPPORTUNITIES IN RHODE ISLAND STATE GOVERNMENT

Description of Position	TITLE OF POSITION: <u>Telephone Operator</u>		CLASSIFICATION CODE: <u>02427200</u>
	SALARY RANGE: <u>(310 A) - \$28,749 - 30,751</u>		REFERENCE POSITION NO.: <u>10</u>
	Department or Agency Name <u>Education</u>		APPLICATION PERIOD: <u>09/03/08- 9/9/08</u>
	Division/Section/Unit <u>Davies Career & Technical High School</u>		<u>grace period 9/12/08</u>
	Assignment(s) / Comments		
	Shift and Days: <u>7:30 - 3:00</u>		Job Location: <u>50 Jenckes Hill Rd. Lincoln, RI 02865</u>
	Restrictions/Limitations:		
	Position Covered By Collective Bargaining Union Agreement Yes <u>X</u> No <u> </u>		
	Name of Bargaining Unit Union: <u>Council 94, local 2872</u>		
	There is* <u> </u> is not <u>X</u> a Civil Service List for this position <u>See A/B or Both for Specific Instructions</u>		
General Information to Candidate	NOTE: If there is a list, only laterals (employees with the same title) or individuals certified by OPA may be appointed to this position.		
	INSTRUCTIONS:		
	A. STATE EMPLOYEE LATERAL BIDDER: Bids are now being accepted for the position(s) indicated. If you are currently in this classification and wish to bid, please complete fully the CS-14 Application Form; and RIEEO 378 Affirmative Action Card. Remember to include, either <u>on the application</u> or <u>within a cover letter</u> , both the File Position Title and Number.		
	Most Important - Please include the following information:		
	<ul style="list-style-type: none"> The title of the position for which you are applying Title of your present position and date you entered it Date you entered State service 		<ul style="list-style-type: none"> Name of department where you are currently employed Your business telephone number Present Union Affiliations
	*** In certain agencies, bargaining union applicants will receive preferential consideration according to contract.		
	B. NON INCUMBENT/NON STATE EMPLOYEE APPLICANT:		
	If indicated above that <u>no civil service</u> list exists for this position, you need not be in the class of position, or be in State service to apply. All information requested on the application form must be furnished. The information you give will be used by the agency Personnel Office to determine your qualifications. If an item does not apply to you, or if there is no information to be given, write in the letters "N.A." for Not Applicable. If you fail to answer all the questions on the application form, you may delay consideration of your application.		
	C. AMERICANS WITH DISABILITIES ACT (ADA) PROVISIONS:		
	<ul style="list-style-type: none"> Reasonable Accommodations: If an applicant is unable to perform any essential job functions because of his/her disability but can achieve the required results by means of a REASONABLE ACCOMMODATION, then the individual shall not be considered unqualified for therefore the position. Medical Information: Any medical exams required for this position will be performed after a conditional offer of employment has been made in accordance with the Rules/Regulations of the Americans with Disabilities Act (ADA). 		
Statement of Duties	DUTIES / RESPONSIBILITIES: (see attached)		
Minimum Education & Experience	EDUCATION / EXPERIENCE / SPECIAL REQUIREMENTS: (see attached)		
Where to Apply	<p>Apply within the application period as shown on this announcement. NOTE: Some State union contracts allow a 3 day grace period for receipt of CS-14 application or bid. This Office does not assume responsibility for applications sent through the mail. SEND RESUME or CS-14 Application to:</p> <p>Davies School Human Resources Attn: Brenda Kettell 50 Jenckes Hill Road Lincoln, RI 02865</p> <p>Telephone #: 728-1500 Fax #: 728-8910 TTY/TDD #: 728-1500 (Telecommunication Device for the Deaf)</p> 		

STATE OF RHODE ISLAND IS AN EQUAL OPPORTUNITY/DIVERSITY EMPLOYER

CLASS TITLE:

Class Code: 02427200

Pay Grade: 10A

EO: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To operate a central telephone control console or a private branch exchange switchboard; to perform routine clerical and related tasks connected therewith; and to do related work as required.

SUPERVISION RECEIVED: Instructions are received in detail at the beginning of the work; work is reviewed for prompt, cheerful, accurate performance.

SUPERVISION EXERCISED: May instruct temporary relief operators in the operation of the equipment.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To operate a central telephone control console or a private branch exchange switchboard.

To answer telephone inquiries.

To make local connections and as required, to transfer calls from one line to another.

To place and complete long distance calls.

To follow up calls, and trace persons desired, upon request.

To keep records of incoming and outgoing telephone calls; to interpret calls to numbers which have been changed and to direct the caller to the proper number.

To receive callers and announce them by telephone.

To give out authorized information regarding the activities of the agency.

In some cases, to perform simple clerical tasks when not occupied at the switchboard; to check and reconcile telephone bills.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of telephone switchboard or control console operation; the ability to keep records of toll calls and telegrams and to reconcile telephone bills; the ability to follow written or oral directions; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: employment as an operator of a private branch exchange switchboard, console or call director.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: June 9, 1974

Editorial Review: 3/15/03